CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

<u>INFORMATION SYSTEMS TECHNICIAN</u>

NOTE: Formerly DATA SYSTEMS TECHNICIAN

<u>DEFINITION</u>:

Under general supervision, to assist in the development, testing, maintenance and modification of the less complex information systems in a small City department, or a division of a large department, utilizing the San Diego Data Processing Corporation (SDDPC) or private computer vendors as resources; to provide routine hardware/software technical support to end users in the day-to-day operation of systems of limited scope and complexity, maintain system documentation, and review data processing costs; and to perform related duties as assigned. May direct the work of clerical support staff.

<u>DISTINGUISHING CHARACTERISTICS</u>

This is the paraprofessional class within the City's Information Systems class series. This class is distinguished from the Information Systems Analyst series in the level of complexity associated with the automated information systems developed and maintained. Information Systems Technicians are typically responsible for developing limited single platformed systems which are homogeneous and where system troubleshooting is minor and routine as a result of the limited number of peripheral devices and the restricted nature of system integration. In addition, systems support responsibility is typically associated with the maintenance and/or adaptation of pre-developed software and hardware configurations as opposed to the on-going custom development of unique systems, which is more typically performed by professional level positions.

* <u>EXAMPLES OF DUTIES</u>:

- Performs information systems support work on the less complex systems;
- Coordinates the acquisition, installation and movement of software, system terminals, printers and other peripheral devices;
- Reviews requests for and recommends software and hardware acquisition;
- Provides one-on-one user training;
- Troubleshoots the less complex hardware and software problems or coordinates problem resolution by SDDPC or private vendor staff;
- Assists professional information systems personnel in the implementation of a component of a larger, more complex system;
- Maintains computer inventory and systems documentation;
- Develops minor computer applications using off-the-shelf software or 4th generation programming languages;
- Develops and generates a variety of specialized statistical and operational reports;
- Represents the department on technical committees;
- Reviews information systems costs for appropriateness;
- May prepare information systems portion of the budget;
- Performs related work.

<u>MINIMUM QUALIFICATIONS</u>:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

Successful completion of 30 semester/45quarter college units which must include 15 semester/22.5 quarter units in the field of computer science and information systems; **<u>OR</u>** one year of subprofessional experience in performing information systems support work.

* <u>EXAMPLES OF DUTIES</u> performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.